CLAIMS

1.    A method of reporting call quality for a call on a network, comprising:

receiving messages associated with the call, the messages including a set of call quality metrics;

comparing at least one of the set of call quality metrics to at least one of a set of associated thresholds, at intervals of time, for determining whether call quality is one of a set of call qualities for the designated time interval; and

determining at least one percentage of at least one call quality from the set of call qualities received for all of the time intervals for the call.

2.    The method of claim 1 wherein the step of receiving messages includes storing at least one quality metric of each message into an associated entry in a call list, the call list including at least one set of entries, each set of entries associated with a call.

3.    The method of claim 1 or 2 wherein the set of call quality metrics include delay, jitter, and packet loss.

4.    The method of claim 1 wherein each call quality metric is associated with a threshold for determining whether call quality is one of the set of call qualities.

5.    The method of claim 1, 2, or 4 wherein the set of call qualities includes good, fair, and poor.

6.    The method of claim 1 further comprising the step of displaying the at least one percentage to an operator.

7.    The method of claim 1 further comprising the step of displaying the call quality for a designated time interval.

8.    The method of claim 1 further comprising the steps of:

determining if the payload is video; and

if the payload is video, the call quality for the time interval is not calculated.

9.    The method of claim 1 further comprising the step of determining whether the at least one percentage of at least one call quality is greater than or equal to a quality limit for categorizing.

10.    A method of reporting call quality for a call on a network, comprising:

receiving messages associated with the call, the messages including a set of call quality metrics;

storing at least one quality metric of each message into an associated entry in a call list, the call list including at least one set of entries, each set of entries associated with a call;

comparing at least one of the set of call quality metrics to at least one of a set of associated thresholds, at intervals of time, for determining whether call quality is one of a set of call qualities for the designated time interval;

determining at least one percentage of at least one call quality from the set of call qualities received for all of the time intervals for the call; and

displaying the at least one percentage to an operator.

11. The method of claim 10 wherein the set of call quality metrics include delay, jitter, and packet loss.

12. The method of claim 10 or 11 further comprising the step of displaying the call quality for a designated time interval.

13. The method of claim 10 or 11 further comprising the step of determining whether the at least one percentage of at least one call quality is greater than or equal to a quality limit for categorizing.

14. A computer program product for enabling a computer system to report call quality for a call on a network, the computer program product including a computer program comprising:

instructions for receiving messages associated with the call, the messages including a set of call quality metrics;

instructions for comparing at least one of the set of call quality metrics to at least one of a set of associated thresholds, at intervals of time, for determining whether call quality is one of a set of call qualities for the designated time interval; and

instructions for determining at least one percentage of at least one call quality from the set of call qualities received for all of the time intervals for the call.

15.     The computer program product of claim 14 wherein the computer program further comprises instructions for storing at least one quality metric of each message into an associated entry in a call list, the call list including at least one set of entries, each set of entries associated with a call.

16.     The computer program product of claim 14 further comprising instructions for displaying the at least one percentage to an operator.

17.     A computer program product for enabling a computer system to report call quality for a call on a network, the computer program product including a computer program comprising:

instructions for receiving messages associated with the call, the messages including a set of call quality metrics;

instructions for storing at least one quality metric of each message into an associated entry in a call list, the call list including at least one set of entries, each set of entries associated with a call;

instructions for comparing at least one of the set of call quality metrics to at least one of a set of associated thresholds, at intervals of time, for determining whether call quality is one of a set of call qualities for the designated time interval;

instructions for determining at least one percentage of at least one call quality from the set of call qualities received for all of the time intervals for the call; and

instructions for displaying the at least one percentage to an operator.

18. Apparatus for reporting call quality for a call on a network, the apparatus comprising:

means for receiving messages associated with the call, the messages including a set of call quality metrics;

means for comparing at least one of the set of call quality metrics to at least one of a set of associated thresholds, at intervals of time, for determining whether call quality is one of a set of call qualities for the designated time interval; and

means for determining at least one percentage of at least one call quality from the set of call qualities received for all of the time intervals for the call.

19. The apparatus of claim 18 further comprising means for storing at least one quality metric of each message into an associated entry in a call list, the call list including at least one set of entries, each set of entries associated with a call.

20. The apparatus of claim 18 further comprising means for displaying the at least one percentage to an operator.

21. Apparatus for reporting call quality for a call on a network, the apparatus comprising:

means for receiving messages associated with the call, the messages including a set of call quality metrics;

means for storing at least one quality metric of each message into an associated entry in a call list, the call list including at least one set of entries, each set of entries associated with a call;

means for comparing at least one of the set of call quality metrics to at least one of a set of associated thresholds, at intervals of time, for determining whether call quality is one of a set of call qualities for the designated time interval;

means for determining at least one percentage of at least one call quality from the set of call qualities received for all of the time intervals for the call; and

means for displaying the at least one percentage to an operator.

22. A computer system operable to report call quality for a call on a network by performing the steps of:

receiving messages associated with the call, the messages including a set of call quality metrics;

storing at least one quality metric of each message into an associated entry in a call list, the call list including at least one set of entries, each set of entries associated with a call;

comparing at least one of the set of call quality metrics to at least one of a set of associated thresholds, at intervals of time, for determining whether call quality is one of a set of call qualities for the designated time interval;

determining at least one percentage of at least one call quality from the set of call qualities received for all of the time intervals for the call; and

displaying the at least one percentage to an operator.

23. A computer readable memory system encoded with a call list, each entry in the call list comprising at least one call quality metric from an associated message.

24. The computer readable memory system of claim 23 wherein each entry in the call list includes a call number for identifying an associated call from among a set of calls.